

**BAKER  
DONELSON**  
BEARMAN, CALDWELL  
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November 7, 2003

Chairman Deborah Taylor Tate  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

**Via Hand Delivery**

**Re: *Petition of Chattanooga Gas Company, Nashville Gas Company, a division of  
Piedmont Natural Gas Company, Inc. and Atmos Energy Corporation for a  
Declaratory Ruling regarding the Collectibility of the Gas Cost Portion of Uncollectible  
Accounts under the Purchase Gas Adjustment ("PGA") Rules,  
TRA Docket No. 03-00209***

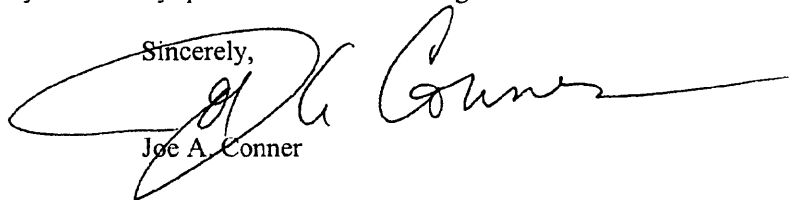
Dear Chairman Tate:

We are filing with the docket office today an original and thirteen copies of the Supplemental Response by Atmos Energy Corporation to the Consumer Advocate and Protection Division's Request Nos. 2, 5 and 11. This information and documentation was previously provided to the Consumer Advocate and Protection Division prior to the filing of this official supplementation. In particular, the information and documents were provided as they were collected by the client and forwarded directly to the Consumer Advocate and Protection Division's Office

Representatives of Atmos Energy Corporation and its counsel met with the Consumer Advocate and Protection Division to resolve questions relating to the discovery responses and worked in cooperation with the Consumer Advocate and Protection Division in attempting to respond accordingly.

Please do not hesitate to contact me if you have any questions about this filing.

Sincerely,



Joe A. Conner

JAC:klc

Enclosures

cc: Shilina Chatterjee  
D. Billy Sanders  
Archie Hickerson  
Bill R. Morris  
James Jeffries, Esq.  
Jerry W. Amos

C JAC 286348 v1  
2015477-000015 11/07/2003

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Representative Office,  
BDB International, LLC

SUPPLEMENTAL DATA RESPONSE  
TO DATA REQUEST NO. 2

**Bad Debt Expense**

		TN factor	TN only portion
Oct-98	44,553	42.25%	18,824
Nov-98	-	42.25%	-
Dec-98	217,990	42.25%	92,101
Jan-99	214,939	42.25%	90,812
Feb-99	167,138	42.25%	70,616
Mar-99	194,837	42.25%	82,319
Apr-99	101,408	42.25%	42,845
May-99	73,021	42.25%	30,851
Jun-99	37,833	42.25%	15,985
Jul-99	47,756	42.25%	20,177
Aug-99	60,445	42.25%	25,538
Sep-99	1,503,097	42.25%	635,058
Oct-99	85,178	36.17%	30,809
Nov-99	144,910	36.17%	52,414
Dec-99	238,426	36.17%	86,239
Jan-00	330,096	36.17%	119,396
Feb-00	359,071	36.17%	129,876
Mar-00	222,697	36.17%	80,550
Apr-00	588,145	36.17%	212,732
May-00	1,003,450	36.17%	362,948
Jun-00	1,085,842	36.17%	392,749
Jul-00	514,140	36.17%	185,965
Aug-00	579,058	36.17%	209,445
Sep-00	667,504	36.17%	241,436
Oct-00			52,149
Nov-00			98,269
Dec-00			711,474
Jan-01			405,328
Feb-01			-
Mar-01			166,074
Apr-01			87,385
May-01			53,773
Jun-01			(39,339)
Jul-01			33,770
Aug-01			38,128
Sep-01			906,612
Oct-01			75,556
Nov-01			120,166
Dec-01			(72,193)
Jan-02			257,949
Feb-02			236,975
Mar-02			(471,042)
Apr-02			52,456
May-02			38,137
Jun-02			33,418
Jul-02			29,099
Aug-02			27,752
Sep-02			(447,960)
Oct-02			43,724
Nov-02			98,543
Dec-02			159,271
Jan-03			198,090
Feb-03			194,625
Mar-03			76,530
Apr-03			37,569
May-03			21,234
Jun-03			-
Jul-03			21,188
Aug-03			18,447

**Note>** Prior to FY01, Bad Debt Expense was not booked by jurisdiction. Instead, it was all coded to service area 091000. The "TN Factors" used at left are those used by Accounting to allocate 091000 costs out to the states.

**SUPPLEMENTAL DATA RESPONSE  
TO DATA REQUEST NO. 5**

**Tennessee Specific Response to DR#5  
1999**

<u>Town</u>	<u>ST</u>	<u>OA</u>	<u>MR</u>	<u>OS</u>	<u>OM</u>	<u>MPA</u>	<u>RSA</u>	<u>ISA</u>	<u>Total</u>	<u>Customers</u>
Union City	3	1	0	1	0	0	0	0	5	4,603
Franklin	6	1	2	1	0	0	0	0	10	13,580
Columbia	6	1	1	1	0	0	0	0	9	12,548
Murfreesboro	6	3	3	3	0	0	0	0	15	21,612
Shelbyville	2	0	0	0	0	0	0	0	2	4,948
Maryville	5	1	2	1	1	0	0	0	10	15,377
Morristown/ Greeneville	4	2	1	1	0	0	0	0	8	8,412
Tri-Cities	9	2	3	2	1	1	0	0	18	24,173
Cool Springs	0	2	0	0	1	1	0	1	5	
<b>Total</b>	<b>41</b>	<b>13</b>	<b>12</b>	<b>10</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>82</b>	<b>105,253</b>
<b>Annual Salary (\$)</b>	<b>1,448,843</b>	<b>383,231</b>	<b>336,575</b>	<b>611,457</b>	<b>222,748</b>	<b>138,407</b>	<b>0</b>	<b>59,280</b>	<b>3,200,541</b>	

**2000**

<u>Town</u>	<u>ST</u>	<u>OA</u>	<u>MR</u>	<u>OS</u>	<u>OM</u>	<u>MPA</u>	<u>RSA</u>	<u>ISA</u>	<u>Total</u>	<u>Customers</u>
Union City	3	1	0	1	0	0	0	0	5	4,673
Franklin	6	1	1	1	0	0	0	0	9	14,778
Columbia	7	1	0	1	0	0	0	0	9	12,937
Murfreesboro	6	2	2	2	0	0	0	0	12	22,630
Shelbyville	2	0	0	0	0	0	0	0	2	5,104
Maryville	5	0	2	1	1	0	0	0	9	15,594
Morristown/ Greeneville	4	3	1	1	0	0	0	0	9	8,557
Tri-Cities	9	3	3	2	1	1	0	0	19	24,898
Cool Springs	0	0	0	0	1	1	0	1	3	
<b>Total</b>	<b>42</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>77</b>	<b>109,172</b>
<b>Annual Salary (\$)</b>	<b>1,530,813</b>	<b>318,684</b>	<b>261,926</b>	<b>584,831</b>	<b>234,855</b>	<b>146,975</b>	<b>0</b>	<b>64,600</b>	<b>3,142,684</b>	

**2001**

<u>Town</u>	<u>ST</u>	<u>OA</u>	<u>MR</u>	<u>OS</u>	<u>OM</u>	<u>MPA</u>	<u>RSA</u>	<u>ISA</u>	<u>Total</u>	<u>Customers</u>
Union City	3	1	0	1	0	0	0	0	5	4,577
Franklin	6	0	1	1	0	0	0	0	8	15,575
Columbia	7	1	0	1	0	0	0	0	9	13,160
Murfreesboro	6	1	3	2	0	0	0	0	12	22,947
Shelbyville	2	1	0	0	0	0	0	0	3	4,921
Maryville	5	1	2	1	1	0	0	0	10	15,784
Morristown/ Greeneville	4	3	1	1	0	0	0	0	9	8,635
Tri-Cities	8	3	3	2	1	1	0	0	18	25,093
Cool Springs	0	0	0	0	0	1	0	1	2	
<b>Total</b>	<b>41</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>76</b>	<b>110,692</b>
<b>Annual Salary (\$)</b>	<b>1,557,462</b>	<b>321,460</b>	<b>290,610</b>	<b>611,529</b>	<b>171,583</b>	<b>153,548</b>	<b>0</b>	<b>66,400</b>	<b>3,172,592</b>	

ST - Service Technician  
OA - Operations Assistant  
MR - Meter Reader  
OS - Operations Supervisor  
OM - Operations Manager  
MPA - Manager Public Affairs  
RSA - Revenue System Analyst  
ISA - Information Systems Coordinator

Tennessee Specific Response to DR#5  
1999

<u>Town</u>	<u>ST</u>	<u>OA</u>	<u>MR</u>	<u>OS</u>	<u>OM</u>	<u>MPA</u>	<u>RSA</u>	<u>ISA</u>	<u>Total</u>	<u>Customers</u>
Union City	3	1	0	1	0	0	0	0	5	4,603
Franklin	6	1	2	1	0	0	0	0	10	13,580
Columbia	6	1	1	1	0	0	0	0	9	12,548
Murfreesboro	6	3	3	3	0	0	0	0	15	21,612
Shelbyville	2	0	0	0	0	0	0	0	2	4,948
Maryville	5	1	2	1	1	0	0	0	10	15,377
Morristown/ Greeneville	4	2	1	1	0	0	0	0	8	8,412
Tri-Cities	9	2	3	2	1	1	0	0	18	24,173
Cool Springs	0	2	0	0	1	1	0	1	5	
Total	41	13	12	10	3	2	0	1	82	105,253
Annual Salary (\$)	1,448,843	383,231	336,575	611,457	222,748	138,407	0	59,280	3,200,541	

2000

<u>Town</u>	<u>ST</u>	<u>OA</u>	<u>MR</u>	<u>OS</u>	<u>OM</u>	<u>MPA</u>	<u>RSA</u>	<u>ISA</u>	<u>Total</u>	<u>Customers</u>
Union City	3	1	0	1	0	0	0	0	5	4,673
Franklin	6	1	1	1	0	0	0	0	9	14,778
Columbia	7	1	0	1	0	0	0	0	9	12,937
Murfreesboro	6	2	2	2	0	0	0	0	12	22,630
Shelbyville	2	0	0	0	0	0	0	0	2	5,104
Maryville	5	0	2	1	1	0	0	0	9	15,594
Morristown/ Greeneville	4	3	1	1	0	0	0	0	9	8,557
Tri-Cities	9	3	3	2	1	1	0	0	19	24,898
Cool Springs	0	0	0	0	1	1	0	1	3	
Total	42	11	9	9	3	2	0	1	77	109,172
Annual Salary (\$)	1,530,813	318,684	261,926	584,831	234,855	146,975	0	64,600	3,142,684	

2001

<u>Town</u>	<u>ST</u>	<u>OA</u>	<u>MR</u>	<u>OS</u>	<u>OM</u>	<u>MPA</u>	<u>RSA</u>	<u>ISA</u>	<u>Total</u>	<u>Customers</u>
Union City	3	1	0	1	0	0	0	0	5	4,577
Franklin	6	0	1	1	0	0	0	0	8	15,575
Columbia	7	1	0	1	0	0	0	0	9	13,160
Murfreesboro	6	1	3	2	0	0	0	0	12	22,947
Shelbyville	2	1	0	0	0	0	0	0	3	4,921
Maryville	5	1	2	1	1	0	0	0	10	15,784
Morristown/ Greeneville	4	3	1	1	0	0	0	0	9	8,635
Tri-Cities	8	3	3	2	1	1	0	0	18	25,093
Cool Springs	0	0	0	0	0	1	0	1	2	
Total	41	11	10	9	2	2	0	1	76	110,692
Annual Salary (\$)	1,557,462	321,460	290,610	611,529	171,583	153,548	0	66,400	3,172,592	

ST - Service Technician  
OA - Operations Assistant  
MR - Meter Reader  
OS - Operations Supervisor  
OM - Operations Manager  
MPA - Manager Public Affairs  
RSA - Revenue System Analyst  
ISA - Information Systems Coordinator

## Tennessee Specific Response to DR#5

2002

Town	ST	OA	MR	OS	OM	MPA	RSA	ISA	Total	Customers
Union City	2	1	0	1					4	4,631
Franklin	6	2	2	1	1	1			13	16,470
Columbia	7	1	1	1					10	13,849
Murfreesboro	7	2	3	1					13	23,533
Shelbyville	2	0	0	1					3	5,076
Maryville	5	1	2	1	2				11	16,025
Morristown/ Greeneville	3	3	0	1					7	8,731
Tri-Cities	10	3	4	1	1	1			20	25,357
Cool Springs	0	0	0	0			1	1	2	-
Total	42	13	12	8	4	2	1	1	83	113,672
Annual Salary (\$)	1,667,846	383,009	342,871	558,256	313,658	161,226	45,800	68,400	3,541,066	

2003

Town	ST	OA	MR	OS	OM	MPA	RSA	ISA	Total	Customers
Union City	2	1	1	1					5	4,631
Franklin	6	2	2	1		1			12	17,397
Columbia	7	1	1	1					10	14,631
Murfreesboro	5	2	2	1					10	24,141
Shelbyville	2	0	0	1					3	5,096
Maryville	5	2	2	1	2				12	16,367
Morristown/ Greeneville	3	3	1	1					8	8,879
Tri-Cities	10	3	4	1	1	1			20	25,859
Cool Springs	0	0	0	0			1	1	2	-
Total	40	14	13	8	3	2	1	1	82	117,001
Annual Salary (\$)	1,605,475	438,773	357,105	543,697	242,476	163,932	47,670	69,289	3,468,417	

ST - Service Technician  
 OA - Operations Assistant  
 MR - Meter Reader  
 OS - Operations Supervisor  
 OM - Operations Manager  
 MPA - Manager Public Affairs  
 RSA - Revenue System Analyst  
 ISA - Information Systems Coordinator

Atmos Energy Corporation  
Job Description

Title: Operations Supervisor - C & M / Service  
Date Approved: 10/01/98

Exempt  
Grade 5

**BASIC FUNCTION:**

Plans, organizes, coordinates and oversees the daily construction and maintenance and service activities for the natural gas distribution system within one or more communities.

**PRIMARY DUTIES/RESPONSIBILITIES:**

1. Schedules, coordinates and oversees assigned capital and human resources to accomplish customer service needs regarding construction and maintenance and service functions.
2. Initiates and supervises construction orders for new main construction, main replacements, and large volume meter sets.
3. Schedules, monitors and conducts quality control audits of work performed by assigned employees to ensure system integrity, regulatory compliance, and customer safety. Works closely with engineering to identify system improvements, upgrades and field functions required to maintain system integrity.
4. Responds to customer inquiries and complaints involving construction and maintenance and service related issues to ensure a high level of customer service and satisfaction is maintained. Coordinates all activities with regard to emergencies, outages, and pressure problems.
5. Establishes schedules necessary to achieve completion of mandated annual surveys, procedures, and reports.
6. Implements policies, procedures and standards to ensure proper administration of activities. Makes recommendations for revisions to or development of policies, procedures and standards.
7. Promotes a positive company image by participating in local civic and professional organizations. May represent Company to regulatory authorities, public officials, customers and the general public involving company matters.
8. Establishes business relationships with area developers, home builders, contractors and economic/industrial development groups in order to increase gas sales and expand customer growth.
9. Develops and monitors functional area budgets to ensure efficient utilization of resources. Plans and directs the achievement of area goals and objectives within established company policies.
10. Maintains adequate staffing levels to ensure proper administration of activities. Selects, develops, trains, motivates and evaluates the performance of assigned employees.
11. Performs other related duties as required.

## MINIMUM REQUIREMENTS:

### EDUCATIONAL/EXPERIENCE LEVEL:

1. Bachelor's degree in Business Administration or a related field and three years of progressively responsible experience in the natural gas utility industry; or
2. A general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) and five years of progressively responsible experience in the natural gas utility industry
3. Valid driver's license.

### COMMUNICATION SKILLS:

Requires the ability to provide explanations of technical or other complex matters to people with little or no background in the area under discussion..

### NUMERIC SKILLS:

Requires the ability to perform analyses involving ratios, percentages and simple statistical methods and/or make calculations to reconcile financial statements and accounts.

### COMPUTER SKILLS:

Requires basic computer skills to create standardized documents, reports, or graphics using various software.

### WORK CONDITIONS:

Works in an outdoor environment.

Requires occasionally performing activities including, but not limited to, bending, stooping, grasping, reaching, twisting, turning and/or lifting.

Atmos Energy Corporation  
Job Description

Title: Operations Assistant  
Date Approved: March 6, 2000

Nonexempt  
Grade 2

**BASIC FUNCTION:**

Responsible for field operations activities related to scheduling ITRON meter reading routes, monitoring and controlling MDT workload as appropriate, resolving meter exceptions, creating premises and accounts, receiving and scheduling construction and maintenance orders.

**PRIMARY DUTIES/RESPONSIBILITIES:**

1. Receives customer service orders taken by Customer Support Center personnel; monitors, controls and reschedules MDT workload as appropriate; reads all system generated reports and makes preparations for next day operations.
2. Generates completing, closing, and canceling service orders
3. Assists Customer Support Center by setting up premises, services, and accounts and creating meter orders.
4. Dispatches leak and emergency orders to Service Technicians
5. Researches and resolves meter and out of cycle exceptions and may make customer account adjustments.
6. Monitors, schedules, and processes ITRON meter reading routes, assigns priorities to calls, and schedules orders for appropriate construction and maintenance personnel.
7. Prepares, distributes, and maintains daily line locates.
8. Generates and maintains various logs and reports on a daily, weekly and monthly basis (i.e., leak log, new services, exceptions, soft-close, etc.).
9. Assists in researching and administration of past due notices, and maintains and monitors special accounts prior to delinquent disconnection.
10. Enters monetary and consumption adjustments to customer accounts.
11. Codes, validates, and processes vendor and contractor invoices.
12. Enters, processes, and validates employee time records and payroll reports. May maintain Engineering systems such as ALMS, PPMS, EGFW. Prepares monthly disbursement report and maintains petty cash drawer.

13. May initiate, receive and confirm purchase orders and requisitions.
14. Assists service and construction and maintenance personnel by communicating pertinent data and other information related to various situations.
15. Provides administrative and clerical support to field operations.
16. Performs other related duties as required.

MINIMUM REQUIREMENTS:

EDUCATIONAL/EXPERIENCE LEVEL:

1. A general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) and two years experience in customer service or a closely related field.

COMMUNICATION SKILLS:

Requires the ability to communicate with internal and/or external customers in order to obtain and/or provide basic types of factual information.

NUMERIC SKILLS:

Requires the ability to perform basic addition, subtraction, multiplication and division.

COMPUTER SKILLS:

Requires proficient computer skills for data entry, reporting, reference and/or retrieval tasks.

WORK CONDITIONS:

Works in an office environment.

Requires occasionally performing activities including, but not limited to, bending, stooping, grasping, reaching, twisting, turning and/or lifting.

Atmos Energy Corporation  
Job Description

Title: Meter Reader  
Date Approved: 10/1/2002

Nonexempt  
Grade 1

REPORTS TO: Business Unit Operations Supervisor

**BASIC FUNCTION:**

Entry level position responsible for reading and recording residential, commercial and industrial gas meters. May not perform covered tasks on an independent basis until qualified for that covered task under the Company's operator qualification program

**PRIMARY DUTIES/RESPONSIBILITIES:**

1. Reads residential, commercial and industrial customers gas meters. Records dial readings for billing purposes.
2. Observes and reports all abnormal, dangerous and/or damaged conditions pertaining to gas meters and adjacent areas.
3. Changes billing charts as necessary.
4. Performs other related duties as required.

**MINIMUM REQUIREMENTS:**

**EDUCATIONAL/EXPERIENCE LEVEL:**

1. A general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) plus the completion of the Operator Qualification program for Meter Reader.
2. Valid driver's license.

**COMMUNICATION SKILLS:**

Requires the ability to communicate with internal and/or external customers in order to obtain and/or provide basic types of factual information.

**NUMERIC SKILLS:**

Requires the ability to perform basic addition, subtraction, multiplication and division.

**COMPUTER SKILLS:**

Requires basic computer skills for data entry, reference and/or retrieval tasks.

**WORK CONDITIONS:**

Works in an outdoor environment.

Requires some physical requirements such as lifting and moving objects up to 50 pounds; extensive walking to check meters and operation of hand and mechanical equipment.

Requires visual attention to detail in reading meter numbers accurately and recording them for billing purposes.

Atmos Energy Corporation  
Job Description

Title: Service Technician  
Date Approved: 10/1/2002

Nonexempt  
Grade 1

REPORTS TO: Business Unit Operations Supervisor

BASIC FUNCTION:

Entry level position responsible for basic customer service field activities. May not perform covered tasks on an independent basis until qualified for that covered task under the Company's operator qualification program.

PRIMARY DUTIES/RESPONSIBILITIES:

1. Executes customers' requests for service including connections, disconnections, leak investigations and appliance adjustments. Investigates high bill complaints.
2. Performs routine inspection of gas appliances. Advises customer of needed repairs and answers basic questions. Turns gas off as needed to ensure a safe environment is maintained.
3. Reads meters and records consumption for billing. Changes charts and calculates loss or gain from sub-meters.
4. Investigates, grades and repairs above ground leaks.
5. Makes basic repairs to meters and regulators. Sets and removes meters as necessary.
6. May collect delinquent accounts and disconnect service as necessary.
7. May assist with preparations for gas line extensions. Locates gas mains for new construction or other utility companies.
8. Inspects, adjusts, repairs and lights gas appliances. May install and repair gas lights. Turns gas off as needed to ensure a safe environment is maintained.
9. Responds to emergency and after hour service calls.
10. Performs other related duties as required.

MINIMUM REQUIREMENTS:

EDUCATIONAL/EXPERIENCE LEVEL:

1. A general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) plus the completion of the Operator Qualification program for Service Technician.
2. Valid driver's license

#### COMMUNICATION SKILLS:

Requires the ability to communicate with internal and/or external customers in order to obtain and/or provide basic types of factual information.

#### NUMERIC SKILLS:

Requires the ability to perform basic addition, subtraction, multiplication and division.

#### WORK CONDITIONS:

Works in an outdoor environment.

Requires frequently performing activities including, but not limited to, stooping, bending, crawling, kneeling, grasping, reaching, climbing and lifting objects up to 100 pounds (c.g. lifting and installing meters).

#### OTHER INFORMATION:

May have residency requirement due to call-out response time.

Must possess the sensory abilities to detect natural gas through sight, sound and smell.

Atmos Energy Corporation  
Job Description

Title: Senior Service Technician  
Date Approved: 10/1/2002

Nonexempt  
Grade 2

REPORTS TO: Business Unit Operations Supervisor

**BASIC FUNCTION:**

Responsible for basic and general service field activities.

**PRIMARY DUTIES/RESPONSIBILITIES:**

1. Executes customers' requests for service including connections, disconnections, leak investigations and appliance adjustments. Investigates high bill complaints.
2. Replaces and/or repairs meters and regulators. Sets and removes meters as necessary.
3. Reads meters and records consumption for billing. May change charts and calculates loss or gain from submeters.
4. Collects delinquent accounts and disconnects service as necessary.
5. May assist with preparations for gas line extensions. Locates gas mains for new construction or other utility companies.
6. Investigates grades and repairs above ground leaks.
7. Inspects, adjusts, lights and may make minor repairs on gas appliances. Turns gas off as needed to ensure a safe environment is maintained.
8. Assists in training and directing other employees engaged in similar duties.
9. Responds to emergency and after hour service calls.
10. May conduct school and public building inspections.
11. Performs other related duties as required.

**MINIMUM REQUIREMENTS:**

**EDUCATIONAL/EXPERIENCE LEVEL:**

1. A general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) plus completion of the Operator Qualification requirements for Sr. Service Technician and proven demonstrated proficiency as a Service Technician which typically takes three years.
2. Valid driver's license.

**COMMUNICATION SKILLS:**

Requires the ability to communicate with internal and/or external customers in order to obtain and/or provide explanations and/or modifications on technical or other complex concepts to individuals with little or no background in the area under discussion.

**NUMERIC SKILLS:**

Requires the ability to perform basic addition, subtraction, multiplication and division.

**COMPUTER SKILLS:**

Requires basic computer skills for data entry, reference and/or retrieval tasks.

**WORK CONDITIONS:**

Works in an outdoor environment.

Requires frequently performing activities including, but not limited to, stooping, bending, crawling, kneeling, grasping, reaching, climbing and lifting objects up to 100 pounds (e.g. lifting and installing meters).

**OTHER INFORMATION:**

May have residency requirement due to call-out response time. Must possess the sensory abilities to detect natural gas through sight, sound and smell.

Atmos Energy Corporation  
Job Description

Title: Manager, I.T. Operations  
Date Approved: 04/03/2000

Exempt  
Grade 6

**BASIC FUNCTION:**

Manages, plans, organizes, coordinates and oversees the Company's computer operations, information security systems, change control activities and disaster recovery planning functions to ensure timely and cost effective information processing. Maintains the corporation's legacy applications technical environment.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

1. Oversees the efficient operation of the following functional areas:
  - a. Computer operations
  - b. Computer information security
  - c. I.T. change control
  - d. Corporate wide business continuity planning
2. Develops, recommends and implements Information Technology security methodologies, change control processes and disaster recovery plan.
3. Oversees the scheduling and control of workflow on the mainframe and Unix computer systems. Ensures the Company's information processing needs are met in an efficient and timely manner.
4. Researches, develops, recommends, implements and monitors policies and procedures relating to computer operations, security administration, change control and a disaster recovery planning.
5. Reviews and evaluates the change control process for Information Technology ensuring all programs are documented and tested before implementation.
6. Oversees processes to ensure appropriate backups are performed and procedures are followed for an orderly resumption of IT operations after a disaster.
7. Evaluates, tests and makes recommendations for information security change control or disaster recovery hardware, software systems and methodologies in order to provide protection for information resources.
8. Provides access to applications and systems and prepares reports regarding security access levels and security violations.
9. Reviews security needs with Information Technology personnel and end users. Develops and implements procedures to accommodate requirements.
10. Documents new and modified security systems to provide a detailed description for reference.
11. Stays abreast of hardware, software and methodologies regarding data security.
12. Develops and administers policies and procedures necessary for the efficient and cost effective operation of functional area activities.

13. Develops and monitors functional area budgets to ensure efficient utilization of resources. Plans and directs the achievement of area goals and objectives within established company policies.
14. Maintains adequate staffing levels to ensure proper administration of activities. Selects, develops, motivates and evaluates the performance of assigned employees.
15. Performs other related duties as required.

#### MINIMUM REQUIREMENTS:

#### EDUCATIONAL/EXPERIENCE LEVEL:

1. Bachelor's degree in Computer Science or a closely related field and four years progressively responsible professional related experience in supervising computer operations in a midrange or mainframe environment, technical support, security administration and/or computer programming and analysis; or
2. A general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) and six years progressively responsible professional related experience in supervising computer operations in a midrange or mainframe environment, technical support, security administration and/or computer programming and analysis.

#### COMMUNICATION SKILLS:

Requires the ability to communicate with internal and/or external customers in order to obtain and/or provide explanations and/or modifications on technical or other complex concepts to individuals with little or no background in the area under discussion.

#### NUMERIC SKILLS:

Requires the ability to perform analyses involving ratios, percentages and simple statistical methods.

#### COMPUTER SKILLS:

Requires advanced knowledge of various software applications for creating documents, reports and/or graphics.

#### WORK CONDITIONS:

Works in an office environment.

Requires occasionally performing activities including, but not limited to, bending, stooping, grasping, reaching, twisting, turning and/or lifting.

Atmos Energy Corporation  
Job Description

Title: BU Revenue System Analyst  
Date Approved: August 17, 2001

Exempt  
Grade 5

REPORTS TO: Business Unit Vice President & Controller

**BASIC FUNCTION:**

Responsible for managing Business Unit collection efforts including all aspects of the revenue cycle process as well as the operation and maintenance of the billing system in support of the established policies, goals, and objectives.

**PRIMARY DUTIES/RESPONSIBILITIES:**

1. Responsible for the coordination of the collections process within the Business Unit including the implementation and tracking of a collection strategy and the coordination of that strategy with the Customer Support Center, Customer Information & Technology staff and the enterprise.
2. Responsible for the coordination and support of all aspects of the revenue cycle process within the Business Unit in order to insure the accurate, timely billing, reporting and collection of revenue in support of the financial goals of the business unit and the enterprise.
3. Understand, interpret and coordinate the timing and implementation of customer rate changes associated with PGA filings, rate changes and other miscellaneous charges.
4. Assist Business Unit and Customer Support Center personnel with exception processing.
5. Manage business unit data cleansing and validation efforts.
6. Work with Customer Support Center personnel to understand customer service requests and satisfaction levels.
7. Assist in resolution of Banner related HEAT tickets.
8. Interpret and ensure compliance with corporate, department and regulatory policies and procedures.
9. Identify customer service and quality improvement opportunities.
10. Develop and analyzes weekly, monthly, and annual reports.
11. Assists in implementation of Banner system enhancements.
12. Coordinates with other analysts to achieve enterprise goals and objectives.
13. Performs other related duties as required.
14. Maintains direct contact with regulatory agency.

**MINIMUM REQUIREMENTS:**

**EDUCATIONAL/EXPERIENCE LEVEL:**

1. Bachelor's degree in Business or a related field and five years progressively responsible accounting, financial, or customer billing or related operations experience.
2. A general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) and seven years progressively responsible accounting, financial, or customer billing or related operations experience.

#### COMMUNICATION SKILLS:

Requires the ability to communicate with internal and/or external customers in order to obtain and/or provide explanations and/or information on technical and other complex concepts to individuals with little or no background in the subject under discussion.

#### NUMERIC SKILLS:

Requires the ability to perform algebraic, trigonometric and geometric operations and/or moderately complex statistical and/or accounting methods.

#### COMPUTER SKILLS:

Requires advanced knowledge of various software applications to create complex documents, reports and/or graphics.

#### WORK CONDITIONS:

Works in an office environment.

Position requires overnight travel.

Requires occasionally performing activities including, but not limited to, bending, stooping, grasping, reaching, twisting, turning and/or lifting.

Atmos Energy Corporation  
Job Description

Title: Manager, Public Affairs  
Date Approved: May 18, 1999

Exempt  
Grade 6

**BASIC FUNCTION:**

Plans, organizes, and implements operating company community and public relations programs and activities.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

1. Develops positive working relationships with business and community leaders and local elected officials in order to shape the external environment by promoting the operating company's image, products and services.
2. Participates in the development and implementation of communication programs including media relations, employee recognition, issues management, press releases and biographical data on operating company officers and managers.
3. Develops and recommends a public relations work plan for the operating company and serves as company ombudsman.
4. Plans, develops, schedules and delivers informational programs on operating company to various community groups, industry associations, etc. to enhance understanding of operating company and services. Organizes speaker bureaus to be available for addressing various forums.
5. Develops and administers the Crisis Communication Action Plan for the operating company; acts as primary contact and spokesperson for media inquiries related to the operating company.
6. Coordinates the involvement of management in business industry groups and community activities to provide value and operating company presence in the service areas.
7. Participates in the franchise renewal process to ensure that the operating company maintains effective relationships with communities and is perceived as a respected corporate citizen by franchising authority.
8. Keeps abreast of events and issues relevant to operating company service area through monitoring various media communications, newspapers, etc.
9. Administers the operating company's community relations program. Responsible for budget preparation, oversight and reporting. Acts as a contact for charitable and civic contributions.
10. Assists in achieving the operating company's regulatory affairs' objectives.
11. Responsible for the development and monitoring of functional budget to ensure efficient utilization of resources.
12. Assists in developing, implementing and monitoring communication strategies for corporate initiatives that impact the operating companies, their employees or customers.
13. Develops and utilizes programs, such as a Customer Advisory Board, to gain input from customers as well as to assess and influence public opinion in the communities.
14. Plans, develops, and updates internet and intranet content for operating company websites.
15. Develops message content and design for monthly operating company customer bill inserts; oversees operating company's bill insert calendar to ensure appropriate bill inserts are scheduled to achieve timely notification/information to customers and compliance with regulatory requirements.

16. Places public affairs related advertisements and announcements in local publications and newspapers and with radio and television stations as needed.
17. Assists in resolving customer complaints as required.
18. Performs other related duties as required.

MINIMUM REQUIREMENTS:

EDUCATIONAL/EXPERIENCE LEVEL:

1. Bachelor's degree in Communications, Journalism, Business Administration, Marketing or a closely related field and four years of progressively responsible related experience in the natural gas industry; or
2. A general educational knowledge normally acquired through a high school diploma or a General Equivalency Diploma (GED) and six years of progressively responsible related experience in the natural gas industry.
3. Valid driver's license.

COMMUNICATION SKILLS:

Requires the ability to communicate with internal and/or external customers in order to obtain and/or provide explanations and/or modifications on technical or other complex concepts to individuals with little or no background in the area under discussion.

NUMERIC SKILLS:

Requires the ability to perform analyses involving ratios, percentages and simple statistical methods.

COMPUTER SKILLS:

Requires basic computer skills for data entry, reference and/or retrieval tasks.

WORK CONDITIONS:

Primary job responsibilities require work outside the office. Travel required.

Requires occasionally performing activities including, but not limited to, driving, bending, stooping, grasping, reaching, twisting, turning and/or lifting.

Atmos Energy Corporation  
Job Description

Title: Operations Manager  
Date Approved: 10/01/98

Exempt  
Grade 6

**BASIC FUNCTION:**

Plans, organizes, coordinates and directs operational activities related to the distribution of natural gas within an assigned geographic area.

**PRIMARY DUTIES/RESPONSIBILITIES:**

1. Manages the safe and efficient administration of the following:
  - a. Business Development
  - b. Construction and Maintenance
  - c. Plant Operations
  - d. Service
2. Oversees the safe, reliable and efficient delivery of natural gas in order to ensure continuing and increased demand for natural gas.
3. Recommends long and short term strategic plans to promote organizational efficiencies and provide for continuous improvement. Oversees and observes developments and trends and takes necessary action as required.
4. Monitors and evaluates all activities within assigned jurisdiction to ensure compliance with Federal, state and local regulations and Company policies, procedures, standards and safety requirements.
5. Maintains and cultivates relationships with state and local officials by participating in appropriate professional and civic activities in order to promote a positive company image. May represent Company to regulatory authorities, public officials, customers and the general public involving company matters.
6. Develops and monitors functional area budgets to ensure efficient utilization of resources. Plans and directs the achievement of area goals and objectives within established company policies.
7. Maintains adequate staffing levels to ensure proper administration of activities. Selects, develops, trains, motivates and evaluates the performance of assigned employees.
8. Performs other related duties as required.

SUPPLEMENTAL DATA RESPONSE  
TO DATA REQUEST NO. 11

As we have previously advised the Consumer Advocate and Protection Division, Atmos did not perform a lead-lag study in its last rate case. Accordingly, Atmos is not in a position to specifically provide an answer to Data Request No. 11; however, having reviewed the response to this same request submitted by Chattanooga Gas Company, we agree with the methodology which Chattanooga Gas Company employed in its analysis and the resulting general conclusions in regard to the impact on carrying costs.